



INFORMATION AND COMMUNICATIONS UNIVERSITY

SCHOOL OF ENGINEERING

DEPARTMENT OF INFORMATION COMMUNICATION & TECHNOLOGY

ICE0025: MANAGEMENT INFORMATION SYSTEMS I

END OF SEMESTER EXAMINATION

JUNE 2022

Time allowed: 3 HOURS plus 5minutes reading time:

Instructions to Candidates:

- 1. Check that you have the correct examination paper in front of you.**
 - 2. Answer question ONE (1) and ANY OTHER THREE questions.**
 - 3. MASTERS STUDENTS SHOULD ANSWER QUESTION 1B and ANY OTHER THREE questions from SECTION B.**
 - 4. All questions must be answered in the answer booklet only.**
 - 5. Write down the number of questions that you have answered on the cover of the examination answer booklet.**
 - 6. Non-Programmable Electronic Calculators are allowed**
 - 7. No books, files or other mechanical / electronic aids are permitted.**
 - 8. There shall be no form of communication between students during the examination. Any students caught doing this will be disqualified.**
 - 9. Write down your PARTICULARS clearly on the examination answer booklet.**
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DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

SECTION A: Compulsory

QUESTION 1 A

- a) i) Distinguish clearly between ROM and RAM.
ii) Distinguish between FILE ORGANISATION and FILE ACCESS.
- b) Identify FOUR areas of application of supercomputers.
- c) Briefly define the terms. i) Bit ii) Byte iii) Hardware iv) Software
- d) i) 11 ii) 19 iii) 25 iv) 30
- e) Identify FIVE (5) areas of application for Expert Systems.

(4 Marks)
(4 Marks)
(4 Marks)
(4 Marks)
(4 Marks)
(5 Marks)
(Total 25 marks)

Byte
Bit

QUESTION 1B: Compulsory for MASTERS STUDENTS ONLY

- In the context of MIS, describe each of the following applications and evaluate their benefits.
- a) Data warehousing. (8 marks)
b) Customer Relationships Management (CRM) systems. (8 marks)
c) Enterprise Resource Planning (ERP) systems. (9 marks)

(Total 25 marks)

SECTION B

Answer any three (3) questions

QUESTION 2

- a) Distinguish between a network and a Network Topology. (4 Marks)
b) Distinguish between heuristic and analytical decision makers. (6 Marks)
c) Define and identify SIX (6) areas of application for Expert Systems. (7 Marks)
d) They are a variety of methods used for backing up data, basic ones include incremental and differential back up. Explain the difference between the two back up methods. (8 Marks)

(Total =25 Marks)

QUESTION 3

- a) By giving THREE available examples, define a Webware application. (5 Marks)
b) Define, draw and outline two (2) advantages and two (2) disadvantages of a Mesh network topology? (8 Marks)
c) Describe THREE levels of management, and briefly explain the differing information requirements at each level. (12 Marks)

(Total =25 Marks)

QUESTION 4

- a) In a company, a computer user may use two types of application software to record the employee's details: – general purpose and special purpose. Distinguish between the two and give two (2) examples of each (7 Marks)

- b) There are basically four (4) main types of viruses namely: Trojan, Time bombs, Logic bombs and Worms. Define Trojans, Logic bombs, Time bombs and Worms. **(8 Marks)**
- c) E-Commerce has emerged as one of the key channels of conducting business for major companies. Zambia Online reported that more than 3 million Zambians shopped on –line producing billions of kwacha in revenues. Critically discuss the possible advantages and disadvantages of E-Commerce in Zambia **(10 Marks)**

(Total =25 Marks)

QUESTION 5

- a) Briefly explain why most firms are no longer using Serial Access Storage Devices **(5 Marks)**
- b) E-commerce is becoming increasingly important in almost all sectors. Outline what is meant by “e-commerce” and briefly describe B2G and B2C e-commerce models with an example of each. **(6 Marks)**
- c) State three (3) advantages and three (3) disadvantages of web based training from a university’s point of view. **(6 Marks)**
- d) Outline four (4) positive/negative impacts of social media on students’ performance **(8 Marks)**
- (Total =25 Marks)**